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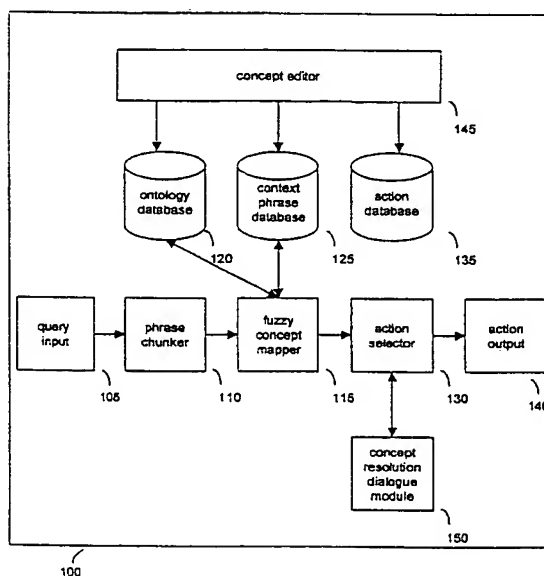
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- (71) Applicant (for all designated States except US): **BRITISH TELECOMMUNICATIONS PUBLIC LIMITED COMPANY** [GB/GB]; 81 Newgate Street, Greater London, LONDON EC1A 7AJ (GB).
- (72) Inventors; and
- (75) Inventors/Applicants (for US only): **CASE, Simon, James** [GB/GB]; 2 Clyde Mews, Redland Bristol BS6 6QW (GB). **DUCATEL, Gery, Michael** [FR/GB]; 40 Cecil Road, Ipswich Suffolk IP1 3NW (GB). **CUI, Zhan** [CN/GB]; 7 Squirrels Field, Colchester Essex CO4 5YA (GB).
- (54) Agent: **LAU, Chi-Fai**; BT Group Legal, Intellectual Property Department, PP: C5A, BT Centre, 81 Newgate Street, London, Greater London EC1A 7AJ (GB).
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(54) Title: INFORMATION RETRIEVAL



(57) Abstract: A method and apparatus are provided for accessing a relevant information resource in response to a user query. An ontology is provided, defining relationships between a plurality of predefined concepts, and between each of the predefined concepts and one or more predefined context phrases. On receipt of a user query, portions of the received query are compared with the context phrases to identify one or more matching phrases and hence, from the predefined relationships with concepts in the ontology, one or more relevant concepts. Concepts identified in respect of the received user query are used to identify a relevant action using predefined relationships between concepts in the ontology and predefined actions, wherein an action comprises providing access to an information resource.

WO 2005/098669 A1



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